

# Whitehirst Park Private Nursery Day Care of Children

West Doura Mains  
Whitehirst Park  
Kilwinning  
KA13 6NQ

Telephone: 01294 551171

**Type of inspection:**

Unannounced

**Completed on:**

6 December 2018

**Service provided by:**

James Carr

**Service provider number:**

SP2010978947

**Service no:**

CS2010269867

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Whitehirst Park Private Nursery operates out of a two storey detached property in the town of Kilwinning, North Ayrshire. The service also provides out of school care within the adjacent primary school. Eighteen children aged between 0 - 12 years can be cared for at any one time within the nursery premises and a maximum of 32 within the out of school care service. The service operates 51 weeks of the year and offers sessional and full daycare places.

## What people told us

The children attending nursery on the days of this inspection were settled and familiar in their surroundings and happy to talk with us. Some were keen to show us and tell us about their artwork creations. Older children in the out of school care confidently interacted with their friends, choosing their own activities and leading their own play.

Seven parents/carers completed and returned our Care Standards questionnaires giving us their views of the service. We also spoke with some parents during our visits. There was mixed feedback from parents with some issues being raised, in particular with regards to communication, staffing and security. We discussed these confidentially with the manager and included these areas within our inspection. Other feedback included comments such as "My child loves the nursery and all the staff! She was extremely shy and they have brought her on a long way" and "I am delighted by the service provided. Staff are excellent!"

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We looked at their own improvement plan which demonstrated their priorities for development including "to include parents more in child's learning".

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	not assessed
Quality of staffing	4 - Good
Quality of management and leadership	not assessed

## What the service does well

Staff knew all the children and their individual needs and were respectful of their wishes and abilities throughout the service.

They promoted and supported choice, independence and responsibility. This was evident within resources, at snack times and during indoor/outdoor play opportunities. Independence was promoted with the children learning self-help skills, for example, hand washing, selecting resources and taking on the role of snack helper, giving them a sense of responsibility and achievement.

Children's health and wellbeing needs were supported and promoted. Snack included fresh fruit choices on both days, the children enjoyed physical play opportunities in the local community hall and outdoor play in the nursery garden provided fresh air and exercise. Parents provided those children who stayed for lunch with their own food. Lunch times were sociable, unhurried events that allowed the children to finish at their own pace. Strategies were in place for children requiring additional support and the service received input from outside professionals from the local authority who provided support and guidance for staff. Personal plans took account of the SHANARRI well-being indicators and were individual to each child, detailing how their health, well-being and safety needs would be met.

Staff had the opportunity to reflect on their achievements/capabilities and training needs through appraisals carried out by the manager. Staff members had been involved in developing the playrooms and outdoor area. For example, artificial grass had been laid, enabling the children to access outdoors in all weathers.

The children had ownership of the out of school care service. They had developed their own rules and ensured all were included in decision making by putting any suggestions to a vote, for example, deciding on a mascot for the club. Staff supported children with homework activities and treated them with respect and trust.

## What the service could do better

We discussed areas with the manager where improvements could be made. These included:

- developing the use of natural materials/loose parts to further promote imagination, curiosity and creativity
- using photographic prompts in the under threes playroom to help promote choice and independence

- ensuring children's personal plans are reviewed at least six monthly as required and include parents/carers in the process (see recommendation 1)
- reducing the time spent using the local community hall and extending outdoor play/learning opportunities
- providing opportunities for parents/carers to be involved in the service and improving communication between the service and home (see recommendation 2)
- ensuring all children's progress folders/achievements are kept up to date
- improving front door security as discussed
- as a new staff team, time is needed to build on working relationships and team building. Identified training needs should be progressed

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. As required by regulation children's personal plans must be reviewed at least on a six monthly basis and involve input from parents/carers. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am fully involved in developing and reviewing my personal plan, which is always available to me" (HSCS 2.17)
2. Parent/carer communication and involvement opportunities should be improved. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I can be meaningfully involved in how the organisations that support and care for me work and develop" (HSCS 4.6) and "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7)

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Inspection and grading history

Date	Type	Gradings
9 Nov 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
18 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 5 - Very good
15 Jan 2013	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
29 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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